



IC Memorandum 14-6

To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: Express Scripts CDHP Customer Service
Date: January 27, 2014

With the increase in enrollees in a Consumer Driven Health Plans (CDHP) (like the LivingWell CDHP and Standard CDHP) for 2014, we have worked with Express Scripts (ESI) to have a dedicated call center to assist these members. When calling ESI, CDHP members will be routed to a specialty group of representatives who are well-versed on CDHP's. The call center will serve as resource for members explaining how CDHP's work, what the member experience is, how to best plan and use a CDHP, what cost is at 90 day mail order, 90 day retail pharmacy and some 30 day retail pharmacy.

We believe this team of representatives will be able to ease the concerns many members may have when using a new style prescription benefit. This team of individuals has received special training on account-based and client specific pharmacy plan designs and services.

We encourage you to share this information with your employees.

